Washington State
Health Care Authority

Providerne
Washington's Social and Health Services Provider Payment System

Creating Users and Adding profiles to user accounts
Updated March 2013

ProviderOne Security

➢How to create users in ProviderOne

➢How to add user profiles

➢System Administrator Tips
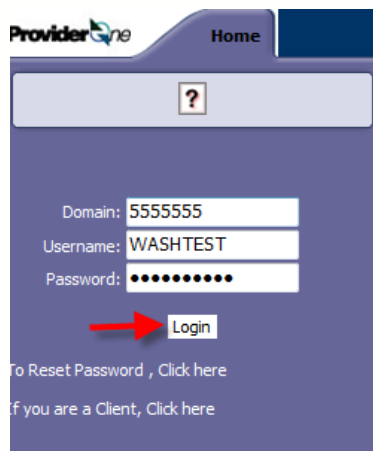
➢Error Messages in ProviderOne

➢Contact Us

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Log into ProviderOne, select the **EXT Provider System Administrator** profile and click **GO**.

Please Note: If you are the system administrator and do not have this profile assigned to your user account, please contact ProviderOne Security Team via email provideronesecurity@hca.wa.gov.

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To create a user account, scroll down until you see the title **Admin** then click **Maintain Users.**

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The Next window will display a list of the users with accounts on your domain. Click **ADD**, to add a new user.

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First Name: first name of user
Middle Name: not required
Last Name: last name of user
User Login ID: this field will auto populate, but the user login can be changed if desired
User Type: default is Batch User
Date of Birth: this is a required field and must be entered in MM/DD/CCYY format
EID: Employee ID is a required field, must be different for each user. Please do not use SSN or tax ID numbers
Start Date: Will populate with today's date
Expiration Date: the default is 12/31/2999 , this date can be changed
Status: In Review
Comments: not required

Click Next

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User Login ID: Displays the user login for the account you are creating

Domain: displays the domain number you are logged into

Password and Confirm Password: enter the same password in both fields. This password is only used here, do not give to the user. See the password slide later in this presentation.

Email: enter the users email address, this is a required field. This is the email used to send the login information.

Phone Number: enter the users telephone number

Please Note: The remaining fields are not required. Your address will be captured in the enrollment activities.

Click Finish

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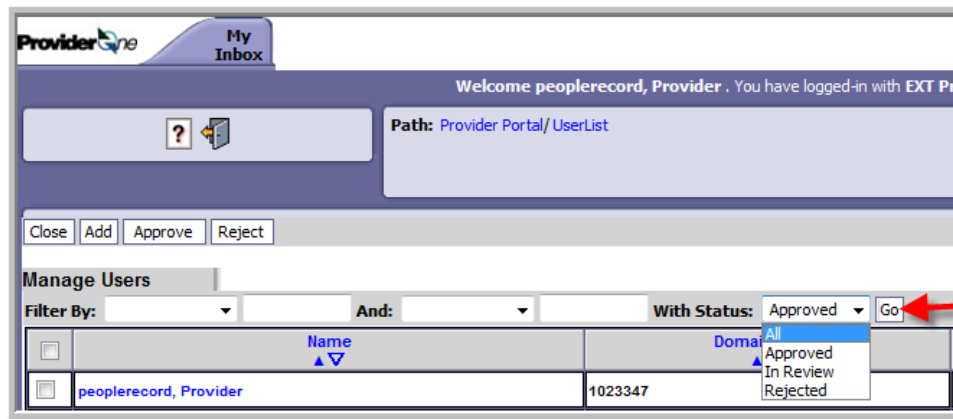
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ProviderOne only displays approved accounts. To find the new addition:
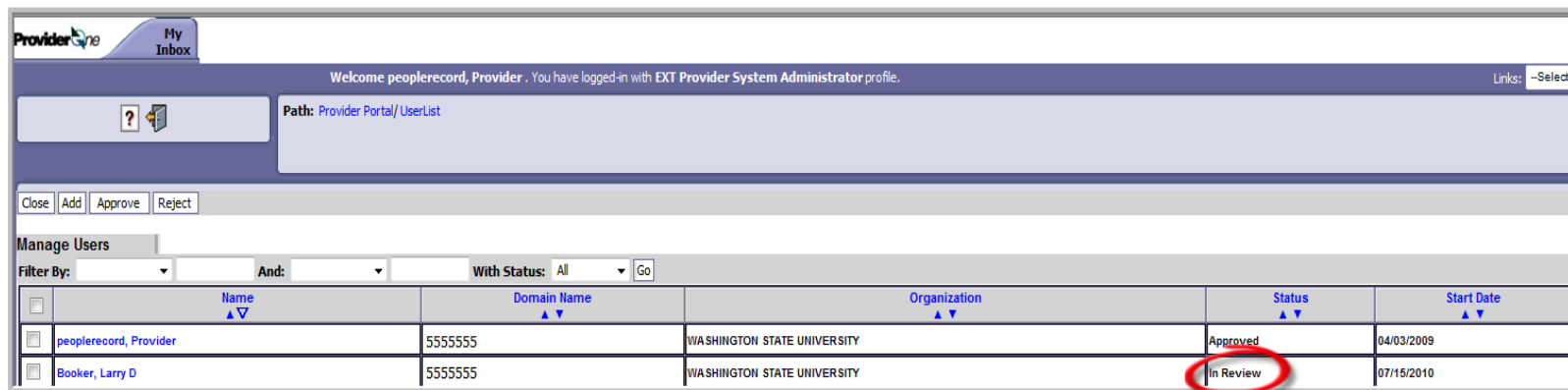
Change "with status" from Approved to "**All**" and click **GO**, this will display all user accounts. The newly created user account is "in review" status and must be approved.

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Click the users name to display **user details**. Notice the account is "in Review" status. You approve the account by clicking on the approve button.

Click OK on the next two windows.

No remarks are required

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- ➢ The new account is now in approved status.
- ➢ Associated Profiles must now be added to the users account, profiles allow the user to complete tasks in ProviderOne.
- ➢ Click the dropdown in the upper right and select "Associated Profiles"

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The following window will display.
➢ Change "with status" to All and click **GO**.
➢ Click **ADD** in the upper left to display the list of profiles.

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➢ Select the profile(s) you wish to assign to the users account
➢ Click **>>** to move the profiles to the Associated Profiles field
➢ then click **OK**

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➢ The profiles are "in review" status and you need to approve.

➢ Check the first check box (this will select all profiles) and click the approve button on the top left.

Click **OK** on the next window. (No remarks are required)

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The profiles are now approved and the user will receive two system generated emails:

➢ One with the domain and username and,

➢ Another with their temporary password.

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➢ Please advise the new user to log into ProviderOne as soon as possible, using the credentials they receive in the emails.

➢ The new user will be prompted to change their password.

➢ The new user is advised to set their security question and answer.

➢ The answer to the security question is case sensitive.

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➤ Click close to return to user details screen.

➤ Click close to return to the manage user list screen.

The new user has been successfully added to ProviderOne.

➤ Add another user if desired or,

➤ Click the close button to return to the provider portal.

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Additional ProviderOne tips for the domain Administrator.

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The username can be changed on the **User Details** window. Overwrite the current username and click save.

> ➢ If the username is created before the account is approved, the system will generate an email to the new user.
> ➢ If the username is changed after the account is approved, give the staff user the username.

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The password can be reset on the user details window.

Enter the new password, confirm password then click save at the top. The password change was successful if an error message is not displayed. Give the user the new password. Once the password is entered by the user, they will be prompted to change it.

If the user account is locked, there will be a check in the lock user box. Simply uncheck the box and click save.

The user can be unlocked here also.

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ProviderOne Password Requirements
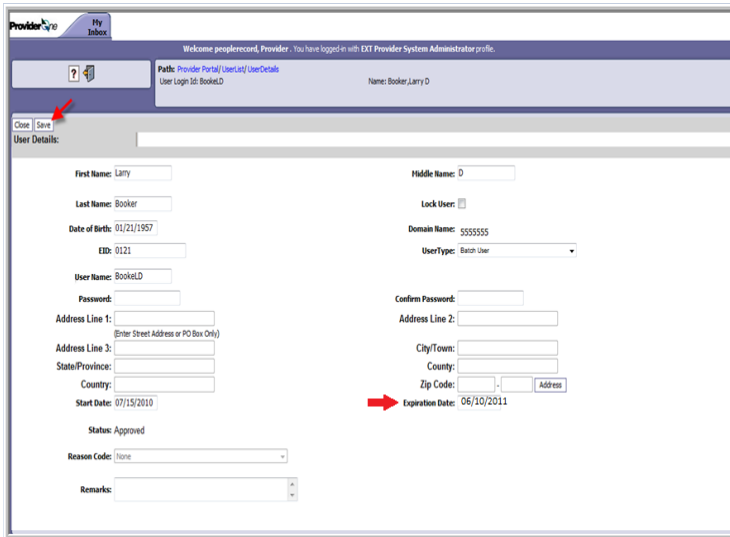
The password must:
- Be at least 8 characters long
- Contain at least one letter
- Contain at least one number
- Contain at least one of the following special characters:
  , . ! @ # $ % ^ & * ( ) _ + - < >
- The "permanent" password will expire after 120 days
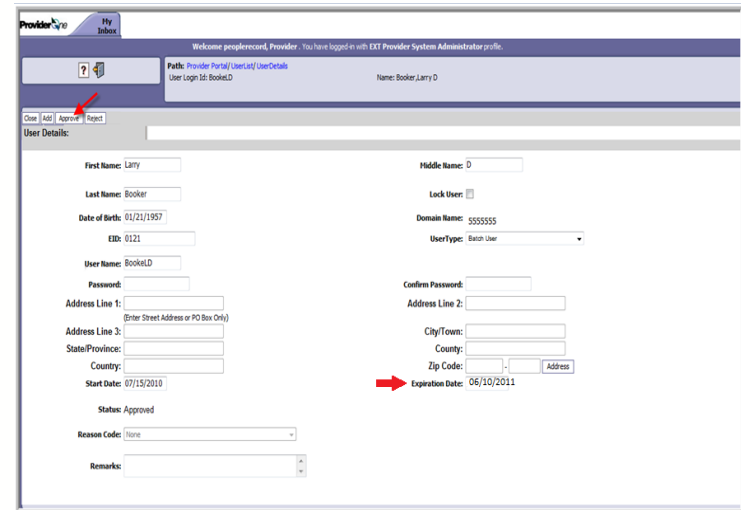
The password cannot be the same as your five previous passwords. ProviderOne stores the last five passwords used with your account so they cannot be reused.

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If a user no longer needs access to ProviderOne you, as the system administrator, can expire the user account.

➤ Enter today's date in the Expiration Date field
➤ Click save
➤ The system requires approval, click approve
➤ Then OK on the next window.

The expiration will be saved and the account will be removed from your view after the system refreshes overnight.

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If a user no longer needs a specific profile the system administrator can expire that profile.

- ➤ Access the user's file
- ➤ Go to the Manage User Profile list
- ➤ Click on the profile name

You cannot back date, use todays date or a future date.

- ➤ At the User Profile Details screen simply add an end date, save and close.

(continues next slide)

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- ➢ The expired profile is now "in review" status and you need to approve. (See slide 11)
- ➢ Check the box of the profile to expire and click the approve button on the top left.
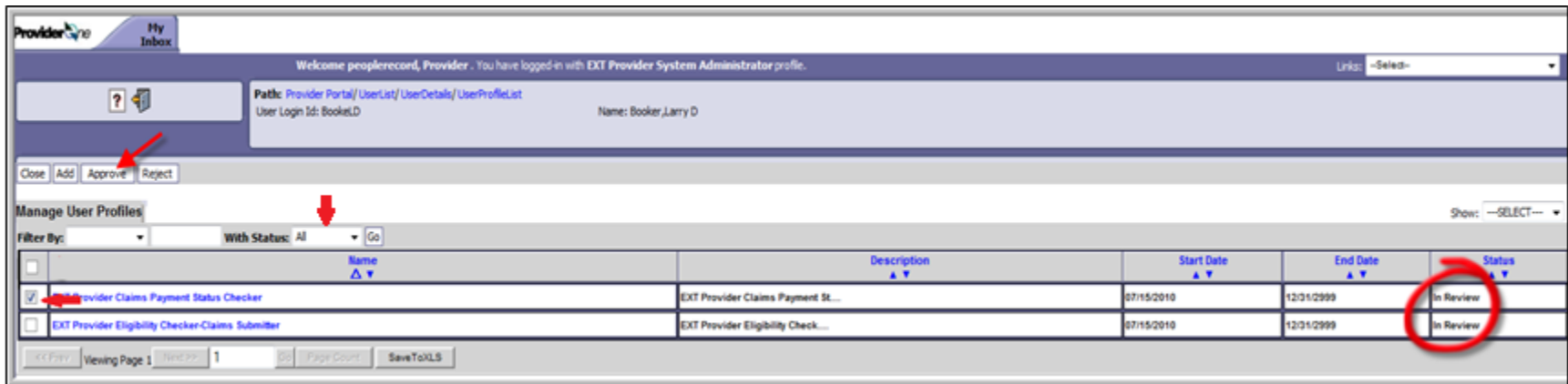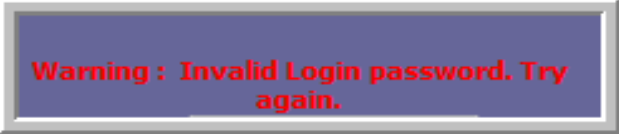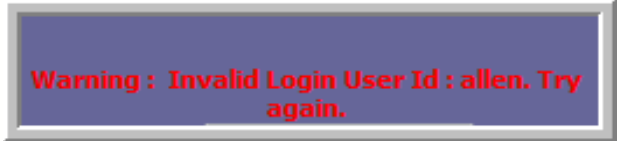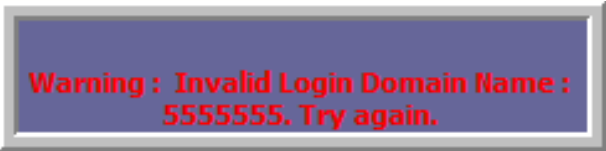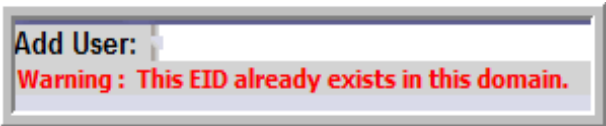
- ➢ Click **OK** on the next window. (No remarks are required)
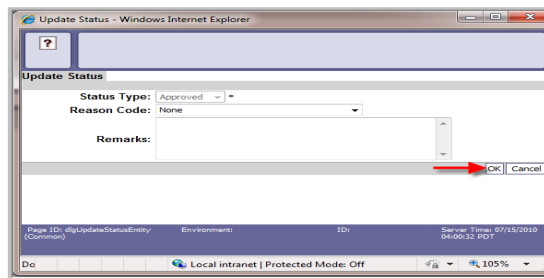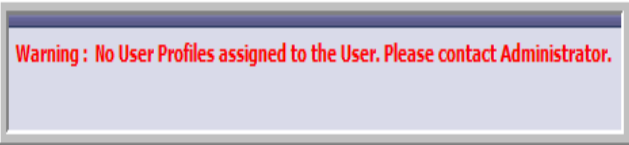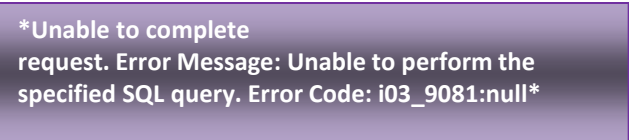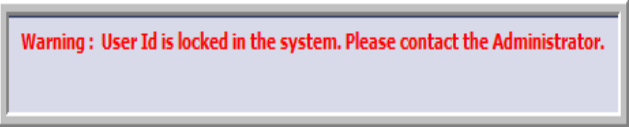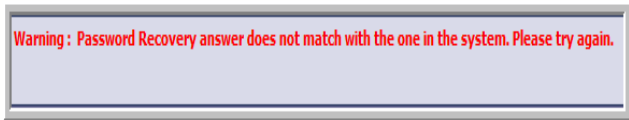
- ➢ The expiration will be saved and the profile will no longer be available to the user after the expiration date.

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Error Message	Definition	Solution
Warning : Invalid Login password. Try again.	The password entered was incorrect	Enter the correct password or contact your administrator to reset the password.
Warning : Invalid Login User Id : allen. Try again.	The user ID (i.e. username, login ID) is incorrect.	Enter the correct user ID, the user ID is case sensitive.
Warning : Invalid Login Domain Name : 5555555. Try again.	The domain name (i.e. domain number) is incorrect.	Enter the correct Domain Name (i.e. domain number).
Add User: Warning : This EID already exists in this domain.	When adding a new user, the EID (Employee ID number) is the same as another users	The employee ID number must be unique, enter a different number for the employee ID to proceed.

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Error Message	Definition	Solution
Warning : No User Profiles assigned to the User. Please contact Administrator.	There are no profiles assigned to your user account.	The system administrator will need to add user profiles to the account. The user cannot log in until the profiles are added.
Unable to complete request. Error Message: Unable to perform the specified SQL query. Error Code: i03_9081:null	This error normally occurs when a claim is being submitted.	In Internet Explorer, go to tools, popup blockers and turn off the popup blockers.
Warning : User Id is locked in the system. Please contact the Administrator.	The user account is locked.	The only way to correct this error is to contact the system admin to unlock the user account. Once the account is unlocked, the user can successfully log in.
Warning : Password Recovery answer does not match with the one in the system. Please try again.	The answer to your secret question is incorrect.	Enter the correct answer or contact the system administrator to reset the password.

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Contact Us

ProviderOne Security email: providernesecurity@hca.wa.gov

ProviderOne Claims Assistance 800.562.3022 option 3

Provider Enrollment 800.562.3022 ext. 16137

Provider Training information:
http://hrsa.dshs.wa.gov/provider/training.shtml

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